



GODDARD SPACE FLIGHT CENTER

# HUMAN RESOURCES BULLETIN

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## Implementation Update: Secretarial Functional Assessment Task Force Recommendations

January 2001

### Secretarial Functional Assessment Task Force Recommendations Continue to Yield Effective Outcomes!

In April 1999, the Office of Human Resources (OHR) issued a Human Resource (HR) Bulletin announcing the results of the Secretarial Functional Assessment Task Force (SFATF). This began implementation of a comprehensive and proactive management strategy to enhance the accomplishment of office support functions at the Goddard Space Flight Center (GSFC). Another HR Bulletin was released in November 1999 reflecting status and accomplishments since the initial report. You may review both of these reports by visiting the HR Bulletins section of the Office of Human Resources (OHR) website at [http://ohr.gsfc.nasa.gov/HR\\_Initiatives/bulletins.htm](http://ohr.gsfc.nasa.gov/HR_Initiatives/bulletins.htm).

Results of the 1999 Goddard Culture Survey provide evidence that the SFATF implementation plan is making a positive impact. The following observation was reported by the Diversity Council Culture Survey Sub-Committee based on a review of the Culture Survey data: "Secretaries are the most positive of all skill groups and showed the largest positive increase since the last survey."

One of the five SFATF implementation groups that helped make the above possible is the Modify Office Operations (MOO) team. Associate Director Mary Kicza served as Champion for the effort

with collaborative participation among secretaries from across the GSFC workforce. The highly acclaimed team has received both the Goddard Quarterly "Quality and Process Improvement Award" and Annual "Best of the Best" Award for that category. The final report from the MOO implementation team is presented below. Dottie Burkholder of the Office of Systems Safety and Mission Assurance (Code 300) is the point of contact for the team and can be reached on extension 6-6086.

### Final Report of the Modify Office Operations (MOO) Implementation Team

**VISION:** Centerwide Acceptance and Support in the Implementation of the Recommended Modified Office Operations.

**MISSION:** To Streamline Secretarial Office Functions by Offering Alternative and New Ways of Doing Business.

**APPROACH:** Six teams of secretaries worked on developing teamwork, investigating telephone coverage options, creating individual secretarial desk guides, automating timecard processing, establishing share folders, and simplifying domestic travel order processing. Following is a report of each team's accomplishments and/or findings and recommendations.

#### Teamwork (100/Patti Still, Leader)

Created a Secretarial Suggestion Form (SSF) which is located on the

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OASIS Homepage at <http://oasis1.gsfc.nasa.gov/>. Any employee may, anonymously, submit ideas for improving current secretarial/clerical functions.

Established the Centerwide Floating Volunteer List (CFVL). This encourages directorate cross-over for telephone and/or office coverage. Must be a participant to use another volunteer. Information on the CFVL can be found on the OASIS Homepage.

Scheduled kick-off sessions at Greenbelt and Wallops for support personnel to attend the Tools for Navigating Change (TNC) training module "The Leader in Each of Us." Both sessions were well attended.

Planned and held the 1<sup>st</sup> Annual Secretarial/Clerical Teamwork Social and Luncheon on May 23, 2000, at the GSFC Recreation Center. Teamwork awards were presented at the luncheon. Awards were based on participation in various teamwork activities and an 'Error-Free Group Award' was presented to the directorate having the least amount of correspondence packages returned for corrections from Code 100. The 2<sup>nd</sup> Annual Secretarial/Clerical Teamwork Social and Luncheon, to be held in 2001, will be planned by Code 200.

### **Telephones (150/Ginny Thompson, Leader)**

Meetings were held with telephone representatives from SIEMENS/ROLM and GSFC's Customer Engineering Branch to discuss incompatibility problems in forwarding lines between the GSFC East and West campus. Goddard's telephone system needs to be compatible across the campuses and offer more updated features. The representatives recommended upgrading the phone system in 2001 when the current contract expires. Studies are being conducted, by Code 200's Telephone Study Team, of current technologies available to GSFC for replacement of the telephone system.

Telephone coverage options include having a 'telephone buddy' to forward lines to, or joining the CFVL (see above). The individual Secretarial Desk Guides (see below) include a listing of alternative phone coverage options unique to an area. Use of intercom lines for internal office calls is suggested to help keep the main lines available.

### **Desk Guides (290/Tea Proctor, Leader)**

A draft table of contents for the secretarial desk guides was sent to Executive Secretaries for their input and comments. The final desk guide template was created and distributed electronically to all secretaries in Greenbelt and Wallops on July 13, 1999. The template is available on the OASIS Homepage. Individual desk guides have been created in each office for the use of substitute support personnel and/or the office staff as a quick reference guide. It is recommended that these guides be reviewed every few months and kept up to date.

### **Timecards (100/Mitzi Roby, Leader)**

A survey was sent out to secretaries asking for the pros and cons of the OMNI system. The majority of responses received were positive. Centerwide OMNI user and timekeeper training courses were scheduled and completed.

### **Share Folders (500/Sandy Hare; 800/Lisa Ward, Leaders)**

The purpose of share folders is to provide a central location and easy accessibility to internal office information. The initial plan was to create Web-based public folders by directorate, to provide a central location for the use of share folders with multi-platform capability. Due to complexities associated with that approach, the Team changed course and will implement a server-based share folder system within each directorate. The OASIS Team is now working the project.

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Information and guidance on this action will be published on the OASIS Homepage.

### **Travel (500/Linda Garufi, Leader)**

The Travel Team's action was to revise and simplify the travel order process. After testing it out on a trial basis, a single copy travel order system was piloted and implemented Centerwide, June 15, 1999, for domestic travel. Travel form, NF

372, is available on the OASIS Homepage and can be accessed and completed by anyone.

For additional information on any of the above, please contact the Leader identified or Ms. Burkholder.

Jerry W. Simpson  
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